Release Notes for Avaya B179 Conference Phone Release 2.3.0

Release Notes Issue 1.1, August 30, 2012

© 2012 Avaya Inc.
All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Full legal page information

For full support, please see the complete document, Avaya Support Notices for Hardware Documentation, document number 03–600759.

To locate this document on our Web site, simply go to http://support.avaya.com and search for the document number in the search box.

Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya.

End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its Hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support Web site: http://support.avaya.com. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO

THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types

Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). Customer may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “clickthrough” license accompanying or applicable to the Software (“Shrinkwrap License”). (see “Third-party Components” for more information).

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or Hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud Intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: http://support.avaya.com. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties.

Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support Web site: http://support.avaya.com.

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your Product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://support.avaya.com.

Federal Communications Commission (FCC) Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Contents

The following changes have been made since the latest official release (2.2.1).

- Region settings (call tones) for Japan added.
- DHCP option 242 will now be the default for device management.
- Account redundancy now implemented.
- Limiter added which prevents the conference phone from drawing too much power in PoE mode during feedback.
- SRTP support improved. When using SRTP, use UNENCRYPTED_SRTCP in SDP and do not encrypt RTCP.
- The calling party name if present in the P-Asserted-Identity header, is always used when displaying calling party name.
- Unicode support added. Chinese, Japanese and Korean languages are now available.
- Three concurrent G.729 codecs are now supported.
- The 'Time & Region' status web page is now refreshed every 30 seconds to keep the time status updated.
- Use TLS when contacting the outbound proxy and SIPS is configured. Use sips in the 'from' header when SIPS is configured.
- Use protocol sips in the contact header if the sip id also uses sips.
- Fixed a bug when parsing the ampersand character in the Name Filter field on the LDAP settings page.
- Parameter 'alias' added to *via* header when using transport TLS, UDP and TCP.
- Support for the new hardware revision added.
- Processing of SDP media attribute *ptime* added.
- Singapore tone set corrected.
- Handling of display name modified to get name instead of number if it exists.
- Implemented CAPNEG support (RFC5939).
- Fixed SRTP SDP negotiation bugs.
- The phone now sends a hold request to the party that is about to be transferred.
- SDP parser now checks for RTP/SAVP in all *tcap* attributes (not only the first one).
- Existing TLS transport is now re-used whenever possible.
- You can now change the admin PIN through the configuration file.
- Added a setting for date format.
- Calls are no longer dropped if changes are made in the web interface during an active call.
- Support added for the SIP Accept-Language header.
- Throttle added to the web server to avoid denial of service attacks through the web.
- Empty RTP frames are no longer sent by the phone when it is on hold.
- Improved handling of the calling party display name.
- Year added to call list timestamps.
- Size increased for accepted DHCP messages (workaround for buggy DHCP servers).
- G.729 is now offered when doing a blind transfer.
- Issue with a cronjob that caused auto upgrades to fail is now fixed.
- The phone now sends 491 instead of 500 if we receive an invite while another invite transaction is pending.
- No-talk-path issue with EC500 has been resolved.

List of resolved and unresolved issues

The issues and workarounds if available for this release are listed below:

- **Issue**: When a call from a 96x0 H.323 to B179 is put on-hold, and subsequent un-hold is performed the call drops. This happens only if the network region is set for G.729 only.

  Workaround: Configure G.729 & G.711 in the ip-codec form.

- **Issue**: A call initiated from 1140e SIP phone to B179 using G.729, and put on-hold causes the B179 to display an "*Unsupported media"* message and causes the call to drop.

  Workaround: Set the codec list of 1140e to PCMU, G.729, G.722. Set codec of B179 to G.722 as 4-high, then G.729 as 3.

- **Issue**: A call initiated from an IP Office softphone to the B179 using G.729 and put on-hold causes the B179 to display an "Unsupported Media" message and drops the call.

  Workaround: Disable G.729 on the B179.

- **Issue**: A call initiated from M3904 digital set to B179 using G.729 is put on-hold. When the call is taken off hold, there's no voice path in both directions.

  Workaround: Set the codec list on B179 to G.729 as 4-high and G.711 as 3.

- Blind transfers by the B179 fail. CS1K rings transfer-to phone once and then stops.

- **Issue**: There is a limitation using SIP and Digital endpoints together on CM5.X and SM5.X. Together these releases of software impact the ability of the B179 to make calls to and receive calls from digital endpoints.

  Workaround: Users should upgrade to SM 6.X.

- The B179 conference phone does not support connecting to a switch/router with an untagged VLAN setting.

- Customers with Avaya Aura® Communication Manager 5.2.x should not upgrade to this software release.

- **Issue**: When using CM, call drop issues are observed on the AAC bridge when the B179 mutes the call.

  Workaround: Disable "RTCP reporting" on the 2nd page of IP-Network-Region form.

  Resolution: Upgrade the media gateway to the latest supported software release.

- The user on a B179 conference phone cannot redial the previous call via call log on IP Office 8.0.

- Noisy audio has been experienced when an SRTP call comes off hold when using music on hold on CS1000.

- Problems have been observed when connecting a power cable to the phone when the phone is originally powered by PoE on some Cisco Catalyst switches.

- **Issue**: While configuring a B179 phone, if you use an IP address that conflicts with the IP address of another phone, the B179 phone does not give any indication that an IP address conflict exists.
  Workaround: Use DHCP for the phone.

- If a call initiated using SRTP on CS1K (on which MoH is configured) is put on hold, you might experience some noisy audio (white noise) on the B179 phone at the receiving end when the B179 is put off-hold.
- **Issue:** The B179 phone cannot failover to a fallback account if the failover is configured using TLS.
  Workaround: Do not configure transport failover using TLS.
- When a call initiated from a B179 phone (A) to a phone (B) is transferred by B to a phone (C), phone (A) still shows called ID of phone (B) when it should show called ID of phone (C). This issue is present on the CS1K, IPO and CM platforms.
- **Issue**: There is an existing issue when trying to dial a second number from the call list and aborting the call while already waiting for an answer on a previously dialed number.
  Workaround: Wait for an answer before dialing and aborting a second number.
- **Issue:** A problem has been observed when using the B179 behind a hub and trying to dial Avaya CS1K endpoints.
  Workaround: Only use the B179 in a switched environment.
- **Issue:** It is not possible to do firmware upgrades from the web interface when using https.
  Workaround: Either use automatic provisioning for upgrades or to switch to http before doing the upgrade.
- **Issue:** It has been observed that the B179 will sometimes renegotiate to use another codec than the initial one when doing a hold/unhold when connected to a CS1000 system.
- **Issue:** As stated in the "Compatability matrix" in the release notes, TLS and SRTP are not supported on CS1000 7.5.
- **Issue:** When using redundancy and TLS transport failovers take longer to complete (up to 25-30 minutes).
- **Issue:** In dialogue SIP OPTIONS messages are not supported in this release.

Configuration notes

Upgrading an Avaya B179 Conference Phone

Log in to the web interface as administrator.

1. Select **Settings** > **Provisioning**.
2. Click on the **Browse…** button and locate and select the firmware file.
3. Click the **Upgrade** icon.

The download and installation process can take several minutes. Do not interrupt the upgrade and do not unplug the network cable to the Avaya B179 during the upgrade. Interrupting the upgrade may render the conference phone inoperable.

When installation is complete, the message "*Upgrade Complete. The unit will be rebooted*." is shown in your browser, and after a while you hear the Avaya music signature, which indicates that the conference phone has started.

Note:

Users having ver 2.2.5 installed on the phone must revert the phone to factory default firmware (ver 2.0.9) before upgrading. If the phone is not restored to factory default firmware before the upgrade, the upgrade might not work properly.

Ensure that you copy the phone settings before restoring the phone to factory default firmware. You may need to re-administer the copied settings after the upgrade to the new release.

Remote upgrade is supported over HTTP only. FTP, TFTP and HTTPS are not supported.

Software compatibility matrix

The B179 conference phone is supported on the following call servers:

Call Server	Notes
CM Release 5.2.1 and later	
CS1000 6.0 and later	TLS and SRTP have not been tested and are not supported. A TLS fix will be included in CS1000 7.6.
IP Office 7.0 and later	

Other configurations of call servers and circuit boards were not tested and such performance cannot be guaranteed.